

LISTING OF THE CLAIMS

The following is a complete listing of the claims with a status identifier in parentheses.

1. (Previously Presented) A method for linking an audio file to a database, the method comprising the steps of:

requesting a client to provide a client identifier during a communication with the client through a communication link, the client identifier corresponding with a financial record in a database;

obtaining the client identifier from the client;

accessing the financial record in the database using the client identifier;

interacting with the client in the communication through the communication link;

recording, through the communication link, an audio interaction by the client in the communication in an audio file;

storing the audio file on a recording media; and

linking the audio file to the financial record.

2. (Previously Presented) The method according to claim 1, wherein the step of linking the audio file to the financial record comprises storing a pointer to the audio file in a field of the financial record.

3. (Previously Presented) The method according to claim 1, wherein:

the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and

the step of linking the audio file to the record comprises the steps of:

digitizing the audio file;

storing the digitized audio file in a digital recording media; and

storing a pointer to the digitized audio file in a field of the financial record.

4. (Previously Presented) The method according to claim 1, wherein:

the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and

the step of linking the audio file to the record includes the steps of:

 digitizing the audio file; and

 storing the digitized audio file in a field of the financial record.
5. (Original) The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a tape.
6. (Original) The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a CD-R.
7. (Original) The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a semiconductor memory.
8. (Previously Presented) A method according to claim 1, further comprising the steps of:

 accessing a field in the record, the field having a pointer to the audio file, wherein the pointer identifies a location where the audio file is stored on the recording media; and

 accessing the location on the recording media identified by the pointer.
9. (Original) The method according to claim 8, wherein the audio file is a digital audio file.

10. (Original) The method according to claim 8, wherein the recording media is a tape.

11. (Original) The method according to claim 8, wherein the recording media is a CD-R.

12. (Original) The method according to claim 8, wherein the recording media is a semiconductor memory.

13. (Previously Presented) The method according to claim 1, wherein:

the communication includes a telephone call; and

the recording step comprises recording at least a portion of a conversation that takes place over the telephone call.

14. (Previously Presented) The method according to claim 1, wherein the recording, storing, and linking steps are performed responsive to the communication dealing with a predefined criteria.

15. (Previously Presented) The method according to claim 1, wherein the communication comprises a telephone call initiated by a client.

16. (Previously Presented) A method for linking an audio file to a database, the method comprising:

requesting a client to provide a client identifier during a communication with the client through a communication link, the client identifier (i) corresponding with a financial record in a database and (ii) identifying one of a plurality of clients;

obtaining the client identifier from the client;

accessing the financial record in the database using the client identifier, the financial record containing information relating to an account of the identified client;

interacting with the client in the communication through the communication link;

recording, through the communication link, an audio interaction by the client in the communication in an audio file;

storing the audio file on a recording media having stored thereon one or more audio files relating to additional clients; and

linking the audio file to the financial record.

17. (Previously Presented) The method according to claim 16, further comprising:

storing the date on which the audio file was recorded as part of the audio file.

18. (Previously Presented) The method according to claim 16, further comprising:

storing a pointer associated with the audio file within the financial record, the pointer identifying a location on the recording media where the associated audio file is stored.

19. (Previously Presented) A database system comprising:

a database containing a plurality of financial records; and

a processor configured to identify an audio file which is linked to a financial record in the data base, the audio file being stored on a recording media, the financial record being accessible using a client identifier provided by a client during a communication with the client through a communication link, the audio file containing an audio portion of the communication by the client which is recorded through the communication link.

20. (Previously Presented) The system according to claim 19, wherein the database further contains,

a pointer associated with the audio file and identifying a location on the recording media where the associated audio file is stored, the pointer stored within the financial record of the client associated with the audio file.

21. (Previously Presented) The system according to claim 20, wherein the audio portion is selectively recorded in the audio file after a criterion is met.

22. (Previously Presented) The system according to claim 21, wherein the criterion includes at least one of particular records, particular accounts, and an amount of money exceeding a selected amount.